

Panaji, 5th February, 2014 (Magha 16, 1935)

SERIES I No. 44

# OFFICIAL GAZETTE

## GOVERNMENT OF GOA

PUBLISHED BY AUTHORITY

### EXTRAORDINARY

#### GOVERNMENT OF GOA

Department of Public Grievances

##### Notification

1/22/2013-14/DPG/GPGRAMS/III/1(1)

In exercise of the powers conferred by sub-section (3) of section 1 of the Goa (Right of Citizens to Time-bound Delivery of Public Services) Act, 2013 (Goa Act 19 of 2013) (hereinafter referred to as the "said Act"), the Government of Goa hereby appoints the 5th day of February, 2014, as the date on which the provisions of the said Act, except sections 17 to 23, shall come into force in the whole of the State of Goa.

By order and in the name of the Governor of Goa.

*Fransquinha Oliveira*, Under Secretary (Public Grievances).

Porvorim, 4th February, 2014.

##### Notification

1/22/2013-14/DPG/GPGRAMS/III/1(3)

In exercise of the powers conferred by sub-section (1) of section 30 of The Goa (Right

of Citizens to Time-bound Delivery of Public Services) Act, 2013 (Goa Act No. 19 of 2013) (hereinafter referred to as the "principal Act"), and all other powers enabling it in this behalf, the Government of Goa hereby makes the following rules, namely:—

1. *Short title and commencement.*— (1) These rules may be called the Goa (Right of Citizens to Time-bound Delivery of Public Services) Rules, 2014.

(2) They shall come into force from the date of commencement of the Goa (Right of Citizens to Time-bound Delivery of Public Services) Act, 2013 (Goa Act No. 19 of 2013).

2. *Definitions.*— (1) In these rules, unless the context otherwise requires,—

(a) "Act" means the Goa (Right of Citizens to Time-bound Delivery of Public Services) Act, 2013 (Goa Act No. 19 of 2013);

(b) "applicant" means the eligible person seeking public service under section 3 of the Act by submitting appropriate application;

(c) "authorized person" means the person authorized by the designated officer under rule 3 to receive and acknowledge applications;

(d) "Form" means the Form appended to these rules;

(e) "section" means the section of the Act.

(2) The words and expressions used in these rules but not defined shall have the same meaning as are respectively assigned to them in the Act.

3. *Authorization by designated officer for receiving application.*— The designated officer may, by order, authorize any of his sub-ordinate officer or employee to receive the application made by applicant and to acknowledge the same in accordance with provisions contained in sub-section (3) of section 5.

4. *Application fee.*— Every application under sub-section (3) of section 5 shall be accompanied by an application fee of rupees five by way of cash against proper receipt thereof or by affixing a court fee stamp or special adhesive stamp, or by demand draft, or by bankers cheque payable to the concerned designated officer, of rupees five.

5. *Rejection of the application.*— The public service shall be provided within a specified time limit and in the event the application is rejected, the designated officer shall communicate to the applicant,—

(i) the reasons for such rejection;

(ii) the period within which an appeal against such rejection may be preferred; and

(iii) the particulars of the concerned Appellate Authority.

6. *Display of information on the notice board.*— The designated officer shall, for the convenience of the public, display the information related to the notified public services on the notice board in Form-I, hereto, and such notice board shall be installed at a conspicuous place of the office.

7. *Contents of memo of appeal.*— Every memo of appeal shall contain the following information, namely:—

(i) name and address of the appellant;

(ii) name and address of the designated officer, against whose decision the appeal is preferred;

(iii) particulars of the order against which the appeal is preferred;

(iv) if the appeal is preferred against the refusal to acknowledge the application by the designated officer or authorized person, then the date of application and the name and address of the designated officer or authorized person to whom the application was presented;

(v) the grounds for appeal;

(vi) the prayer or relief sought; and

(vii) affidavit by the appellant;

(viii) any other relevant information which the Appellate Authority may consider necessary for the disposal of the appeal.

8. *Documents to accompany the memo of appeal.*— Every memo of appeal shall be accompanied by the following documents, namely:—

(i) self-attested copy of the order against which the appeal is preferred, unless, the appeal is preferred against denial or delay in providing public service;

(ii) the index of the documents accompanied with the memo of appeal; and

(iii) self-attested copies of the documents relied upon by the appellant and referred in the memo of appeal.

9. *Service of notice by the Appellate Authority.*— The notice to be issued by the Appellate Authority may be served in any of the following modes, namely:—

(i) service by the party or person himself;

(ii) by hand delivery (dasti) through process server;

(iii) by the registered post with acknowledgement due; or

(iv) through the Head of Office or Department.

10. *Personal presence of the appellant.*— (1) The appellant shall in every case be intimated of the date of hearing, at least seven clear days before that date.

(2) The appellant may, at his discretion, at the time of hearing of the appeal by the Appellate Authority, be present in person or through his duly authorized representative or may opt not to be present.

(3) Where the Appellate Authority is satisfied that the circumstances exist due to which the appellant is prevented from attending the hearing of the appeal, then the Appellate Authority may afford the appellant an opportunity of being heard before a final decision is taken or take any other appropriate action as it may deem fit.

11. *Order in an appeal.*— (1) The order of Appellate Authority shall be pronounced in open proceedings and shall be in writing and duly signed by him.

(2) The copy of the order referred in sub-rule (1) shall be given to the appellant and designated officer.

12. *Recovery of penalty.*— On receiving the order of imposition of penalty, the competent authority shall deduct the amount of penalty from the salary or, honorarium or remuneration due to the designated officer or Appellate Authority, as the case may be, and deposit the same in the Government treasury.

13. *Payment of compensation.*— In case the compensation is awarded in terms of section 14, then the Appellate Authority or the Government, as the case may be, shall order that such payment shall be made within a period of thirty days from the date of passing of such order.

14. *Maintenance of record.*— The designated officer and the Appellate Authority, shall maintain the Register of cases in Form-II and Form-III hereto, respectively.

15. *Monitoring of implementation.*— The Government may, for the purpose of timely delivery of notified public services, introduce a system of centralized monitoring and also for delivery of public services through the use of information and communication technologies.

16. *Direction by the Government.*— The Government may issue such directions from time to time as it deems fit for effective implementation of the provisions of the Act, such directions may also cover the aspects about superintendence of the cases filed under the Act and inspection of the different offices of the Authorities.

17. *Dissemination and training.*— The Government may,—

(i) develop and organize campaigns and programmes so as to advance the information to the public in general and to the disadvantaged communities in particular about the right of citizens to receive public service under the Act;

(ii) encourage authorities to participate in the development and organization of programmes referred to in clause (i) above and also to undertake such programmes themselves.

18. *Display of information in the Public Domain.*— The Secretary of the Department shall display the information relating to the public services and the time limit within which it shall be provided in the official website of the Department concerned for the purpose of giving wide publicity thereof.

FORM-I

(See rule 6)

FORM OF NOTICE BOARD

Name, Designation and Office of the Designated Officer					
Sr. No.	Notified public service	Documents to be annexed along with the application	Specified time limit	Designation and address of the Appellate Authority	Stipulated time limit for disposal of appeal
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					

Sl. No.	Details				
1.	Name of the person authorized to receive application in the office of Designated Officer				
2.	Time limit for filing appeal		Within thirty days from the date of the order passed by the Designated Officer		

FORM-II

(See rule 14)

FORM OF REGISTER TO BE MAINTAINED IN THE OFFICE OF  
DESIGNATED OFFICER

Name of the office of the Designated Officer: .....

Month .....

Year .....

Sl. No.	Name and address of the applicant	Public Service for which the application is received	Last date of the specified time limit	Status of application allowed/rejected	Date and details of the order passed
(1)	(2)	(3)	(4)	(5)	(6)

## FORM-III

(See rule 14)

FORM OF REGISTER TO BE MAINTAINED IN THE OFFICE OF  
APPELLATE AUTHORITY

Name of the office of the Appellate Authority: .....

Sr. No.	Name and address of appellant	Date of filing appeal	Name and designation of the designated officer (along with the name of office) against whom the appeal is filed	Last date of the stipulated time limit for disposal of appeal	Date and detail of order in appeal
(1)	(2)	(3)	(4)	(5)	(6)

By order and in the name of the Governor of Goa.

*Fransquinha Oliveira*, Under Secretary (Public Grievances).

Porvorim, 5th February, 2014.

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Government Printing Press,  
Mahatma Gandhi Road, Panaji-Goa 403 001.**PRICE – Rs. 5.00**

PRINTED AT THE GOVERNMENT PRINTING PRESS, PANAJI-GOA — 333/380 — 2/2014.